Maricopa Association of Governments (MAG)
PROGRAM SELF-ASSESSMENT TOOL
Coordinated Entry (CE)

Purpose

The Maricopa Association of Governments (MAG), through their role as the Collaborative Applicant for the CoC, works to maintain ongoing communication and provide support to agencies within the CoC. This tool is designed to help agencies reflect on both HUD standards and standards set by the CoC. This tool is also designed to begin conversation that allows MAG to target technical assistance to the CoC Coordinated Entry Lead Agency in support of system performance.

The questions considered in this tool are drawn from the CoC's adopted standards and policies as set forth in the Governance Charter, as well as recommended operational standards drawn from organizations such as the National Alliance to End Homelessness.

Instructions

Please respond to each question in the spaces provided. Please complete for each HUD CoC program project. In instances where multiple projects use the same program model, the agency may complete a single form covering multiple programs, though individual program APR data will still be required.

Completed self-assessment forms and the required attachments must be returned within 30 days of receipt. Please submit all materials to MAG staff at **HSinfo@azmag.gov**. If this timeline cannot be met or if there are any other questions or concerns, please feel free to reach out to MAG staff for assistance.

Agency Information			
Recipient Name (Organization Name):			
Form Completion Date:			
Program Contact Name:			
Program Contact Phone:			
Program Contact Email:			
List of CoC Grants			
Grant Name	**Program Component**	**Grant Number**	**Grant Contract Timeline**

Required attachments:

- Policies and Procedure Manual
- Grievance Policy
- Monitoring or Compliance Tool for Coordinated Entry Access Points

Please answer the following questions for the current operating year.

Please describe your process for onboarding new Participating Agencies in becoming access points. In your response, please include how you make applications available, the steps of the application process, and the ongoing evaluation of new access points needed.

Please describe the process for monitoring or conducting check-ins for the compliance and performance of Participating Agency access points.

Please describe your process for ensuring assessments are administered consistently across Participating Agencies and that data is being recorded accurately.

Please describe what aspects of Case Conferencing you believe are successful, and which aspects need improvement.

```

```

Please describe the Housing Match process as it currently runs, as well as any areas of the process needing improvement or changes.

```

```

Please describe the process through which you collect feedback from households participating in Coordinated Entry regarding overall experience, satisfaction, grievances, and suggested improvements. In your response, please also include how this feedback becomes incorporated into program design and operation.

```

```

Please describe the ways in which your organization's racial equity goals influence the design and implementation of the services you provide to the CoC.

Metrics Recorded and Tracked for Current Operating Year	Response	N/A
Percentage of referrals canceled		
Percentage of referrals ineligible		
Average time taken to refer a client to a program		
Average time taken to place a client in a program		

What program outcome currently requires the most improvement over the next 6 months?

What are the program outcome goals you would like to achieve in the next year?

What technical assistance would help improve the program or better support program staff?

AUTHORIZATION
By signing and submitting this form, I confirm the information provided above is complete and accurate to the best of my knowledge.

_____   _____
Signature   Date

_____   _____
Printed Name   Title

This document is to be maintained in the applicable CoC project file.